



Appendix to Apr. 19, 2004 Amendment, 09/514,642, Replacement Sheet

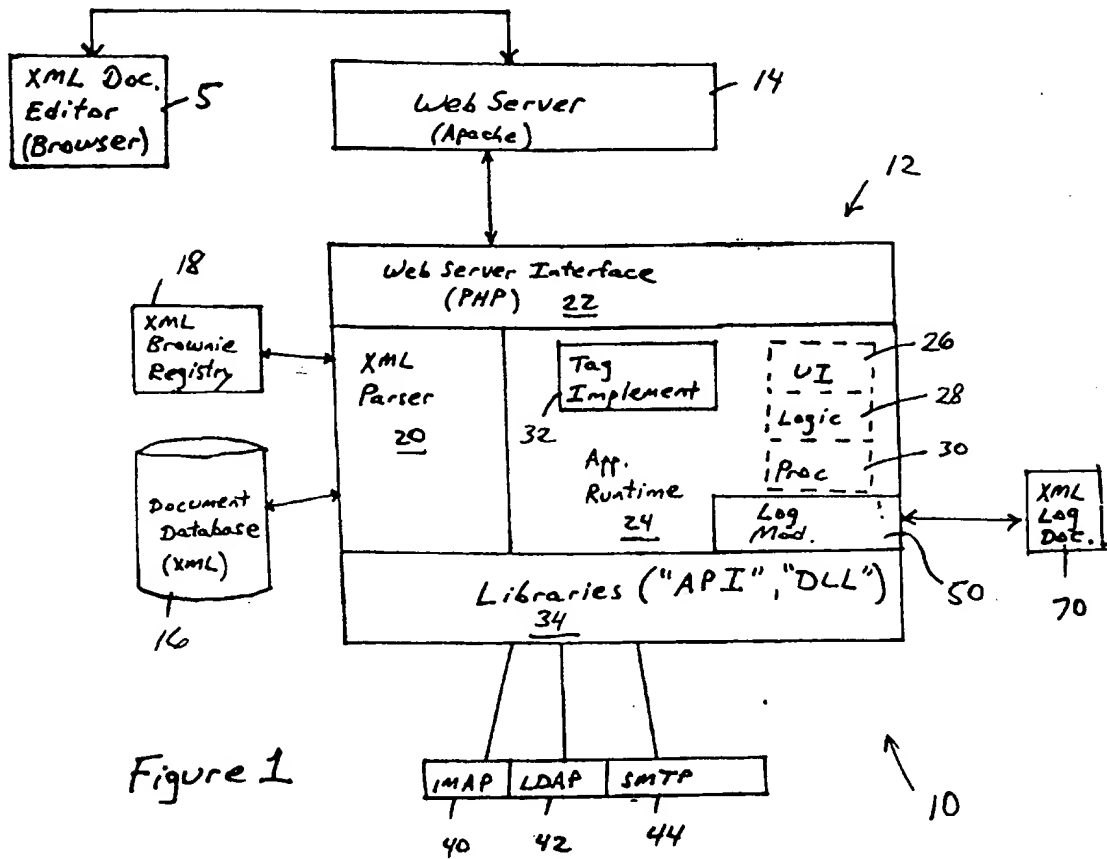


Figure 1

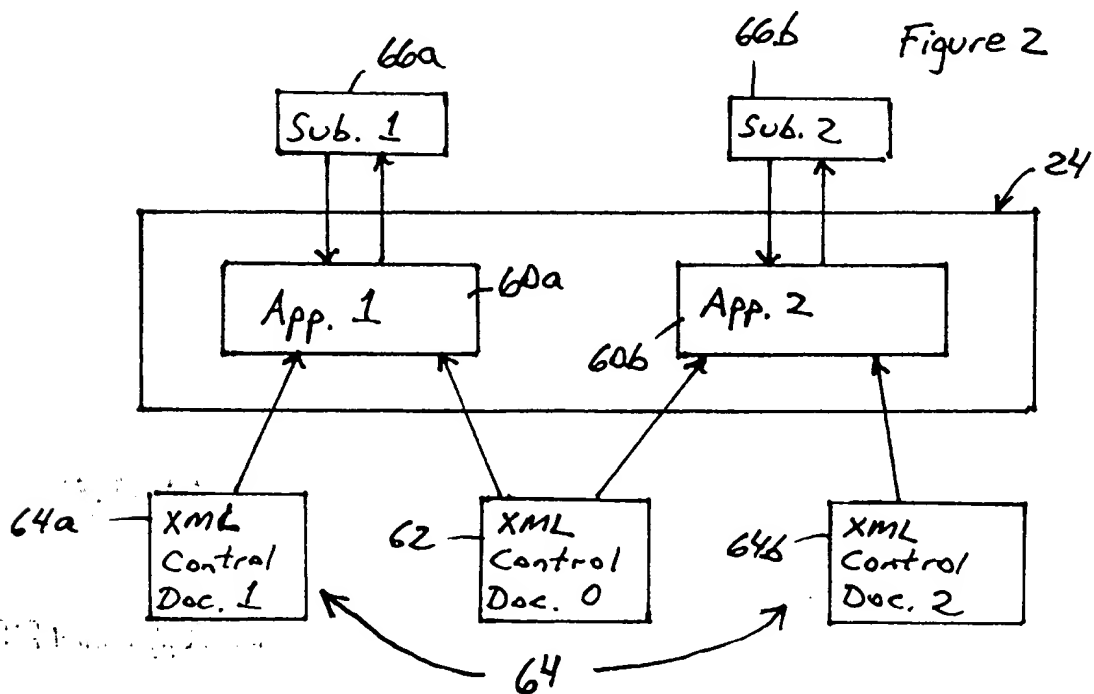


Figure 2

Figure 4A

Sample Parameter File:

```

<SERVICES>
<IMAP IP="10.10.0.255"
  hostname="imap1.domain.com"
  port="143"/>
<LDAP IP="10.10.0.254"
  hostname="ldap1.domain.com"
  port="389"/>
<TTS IP="10.10.0.253"
  hostname="texttospeech.domain.com"
  port="2525"/>
</SERVICES>
  
```

Figure 4B

Sample Log:

```

<LOGFILE name="Sesid_Log" application="apname">
<STANDARD date="xx-xx-xxxx" time="xx:xx:xx">
  <RELEVANCE>BILLING,TRACE</RELEVANCE>
  <LOGCODE>12002</LOGCODE>
  <PARAMETERS>8045551234,8045551111</PARAMETERS>
  <TEXT>Call Made: 8045551111</TEXT>
</STANDARD>
<ERROR date="xx-xx-xxxx" time="xx:xx:xx">
  <RELEVANCE>BILLING,TRACE,NOTIFY</RELEVANCE>
  <LOGCODE>08042</LOGCODE>
  <PARAMETERS>8045551234,8045551111</PARAMETERS>
  <TEXT>Outdial Request failure, no resource available</TEXT>
</ERROR>
</LOGFILE>
  
```

Figure 3

